

## Who We Are

The Alamo Regional Transit or ART is a service of the Alamo Area Council of Governments. ART provides public transportation bus service to all residents in the Alamo Region who live in the following counties: Atascosa, Bandera, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, and Wilson. Service within these 11 counties and service to and from Bexar County and San Antonio is provided.



## Our Mission

To provide quality public transportation to all citizens of the rural communities of the Alamo Region through shared ideas and coordinated actions to meet the public's needs for courteous, safe, timely, efficient, and responsible transportation.

## Transportation Services

The Alamo Regional Transit (ART) is a public transportation bus service that is open to any resident of the 11 counties in the Alamo Region. ART provides demand response curb-to-curb service. Door to door service may be requested for those customers that need additional mobility assistance. ART also provides scheduled and flex route service in selected cities and locations. The following are types of transportation services:

- **Medical** – Connecting people to their medical appointments and other needs
- **Youth** – Transporting children to and from school; afterschool travel to local day care centers
- **Seniors** – Picking up seniors at their home to go grocery shopping, pay bills, other activities
- **Adult Day Care** – Transporting adults and seniors to day care facilities or nutrition centers
- **General Public** – Getting you to work, pay bills, visit a friend or to go shopping

### Reservations: How to Book Your Ride!

Reservations must be made by noon the day before you need to travel. You may schedule up to 30 days in advance. Please schedule your ride as early as possible; reservations are on a first come, first served basis. Also, inform the Dispatch Center if you will have an escort - escorts ride free!

To make a reservation, please call toll-free at 1-866-889-7433.

### Wheelchair Lifts & Handicap Access



ART vehicles are wheelchair accessible and have wheelchair lifts. The lift may be used for any passenger in a wheelchair, scooter, walker, or for those with difficulty walking up and down the stairs of the bus. Wheelchair lifts are rated for up to 600 lbs. in accordance with ADA regulations. Service may be unavailable for passengers on wheelchairs or scooters that exceed the safe weight restrictions.

## Hours of Operations

ART operates Monday thru Friday, 7:00 a.m. to 6:00 p.m. For individuals traveling into San Antonio/Bexar County for medical reasons, please schedule appointments between 10:00 a.m. and 2:00 p.m.; this will provide ample time for your pick up and arrival to and from your destination.

### Pick Up & Drop Off Guidelines:

#### How it works

Upon scheduling a reservation, the ART Dispatch Center will provide an approximate pick up time. ART drivers will wait for 10 minutes after arrival for the customer. Please note that ART drivers are not allowed to enter the customer's home.

To schedule your return trip, call the Dispatch Center at 1-866-889-7433. You will be picked up within one hour. Please note that drivers are not expected to look for passengers who are not at the agreed pick up location.

ART drivers may assist with small packages and may escort passengers to and from the front door of their home or destination within reason. Drivers may also assist passengers up and down the stairs of the ART bus.

### Cancellation & No Show Policy

Customers who need to cancel their scheduled ride must call the Dispatch Center at 1-866-889-7433 no later than two hours prior to the scheduled pick up time. Suspension of service may occur for customers that repeatedly miss their scheduled ride. Customers who have 3 no shows or at the door cancellations within a 90 day period will be suspended from service for 30 days.